

Figure 1

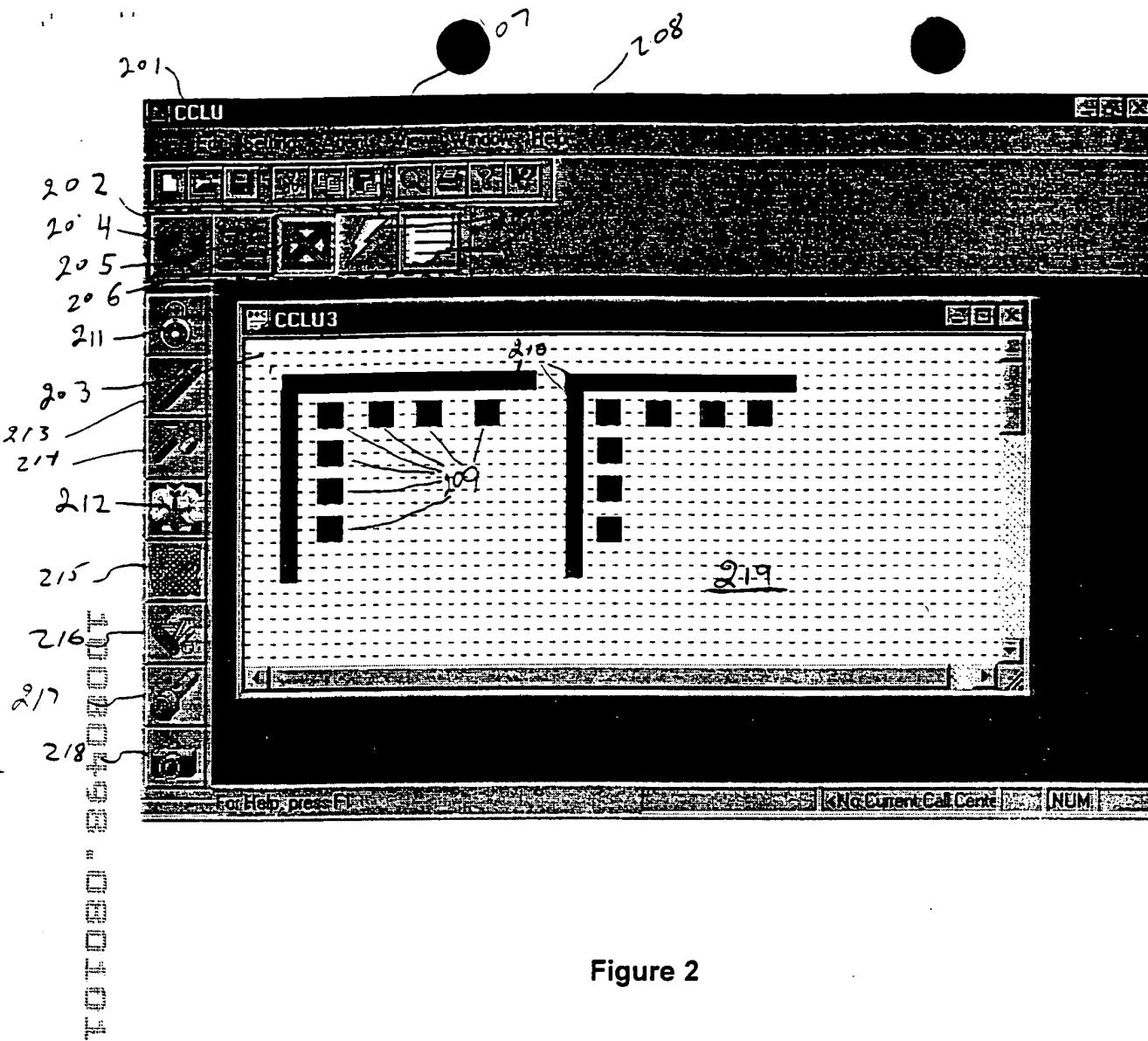
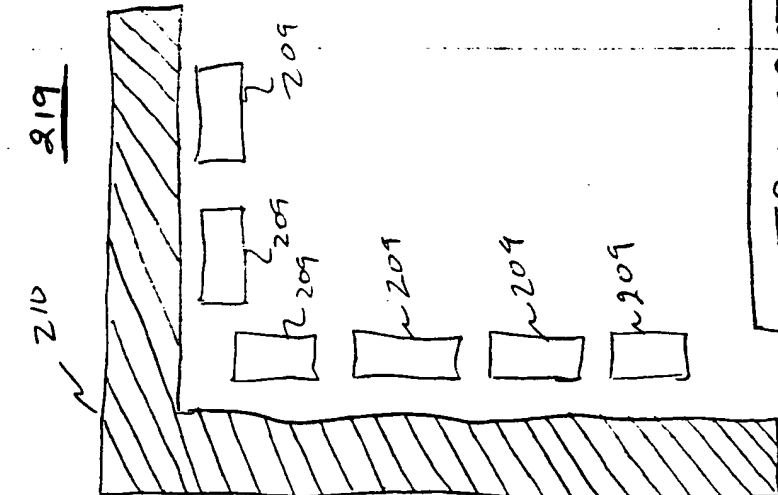
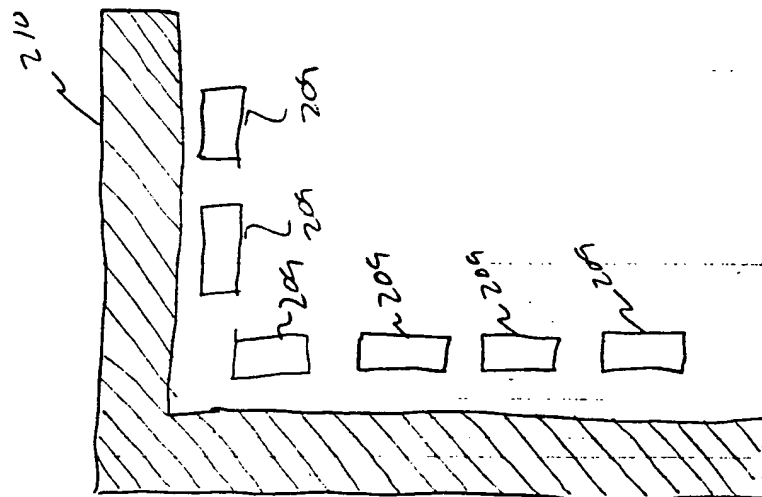
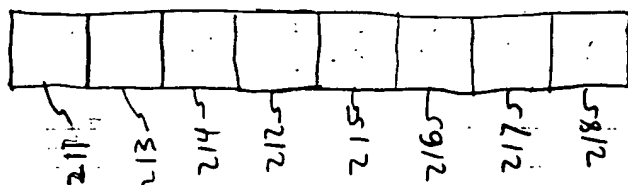
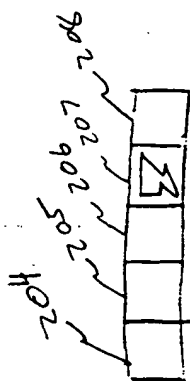


Figure 2

10080428 030101



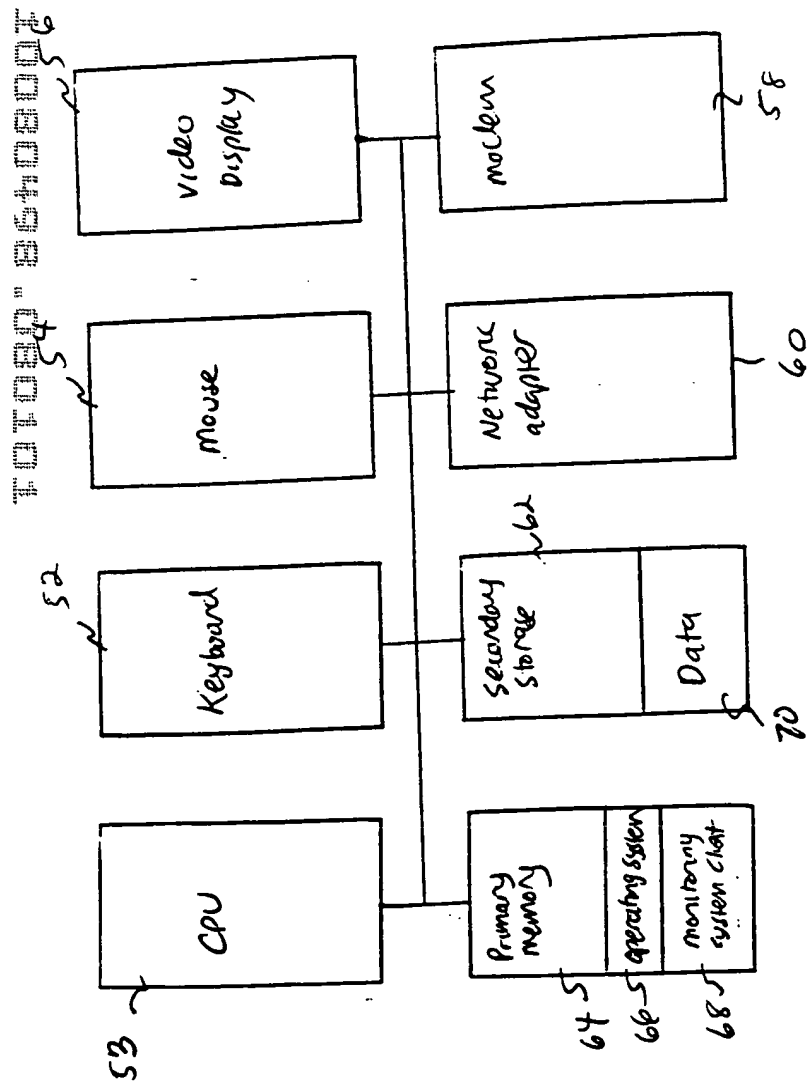


Figure 5

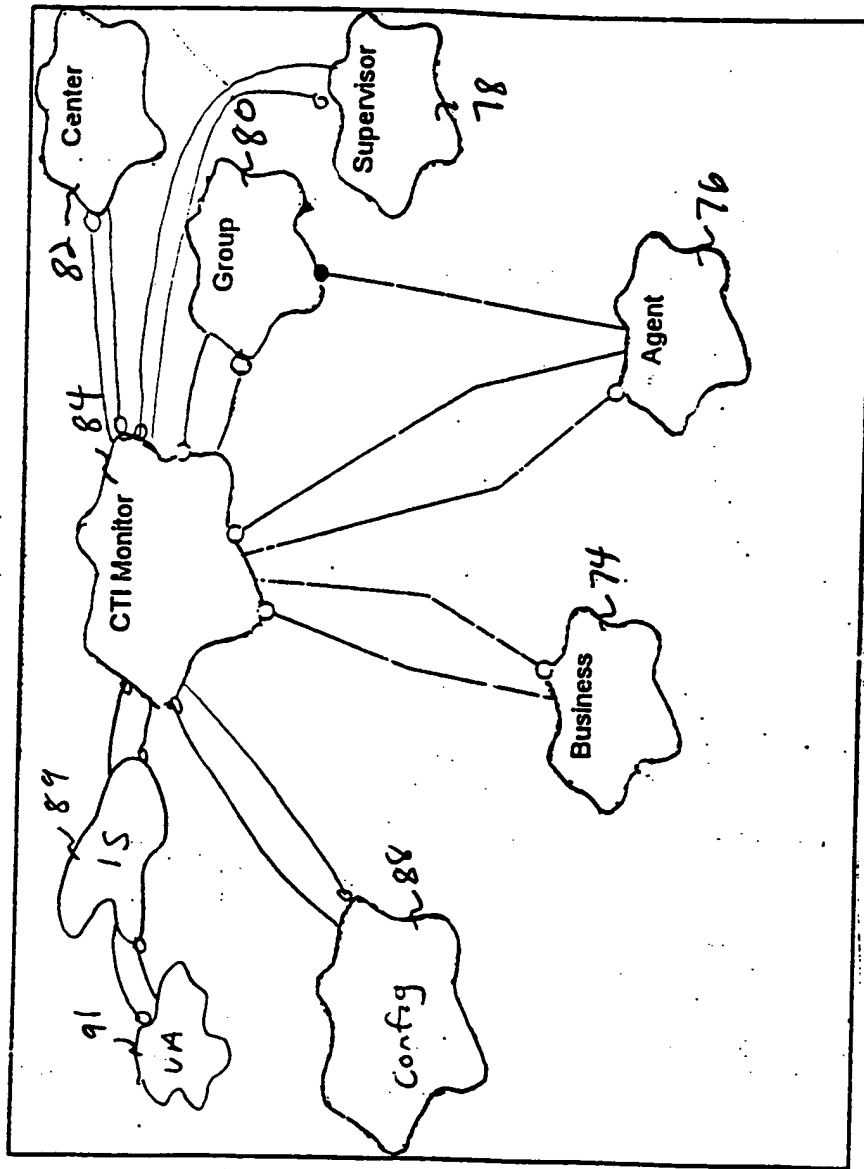


Figure 6

TOTOTO" 26110300T

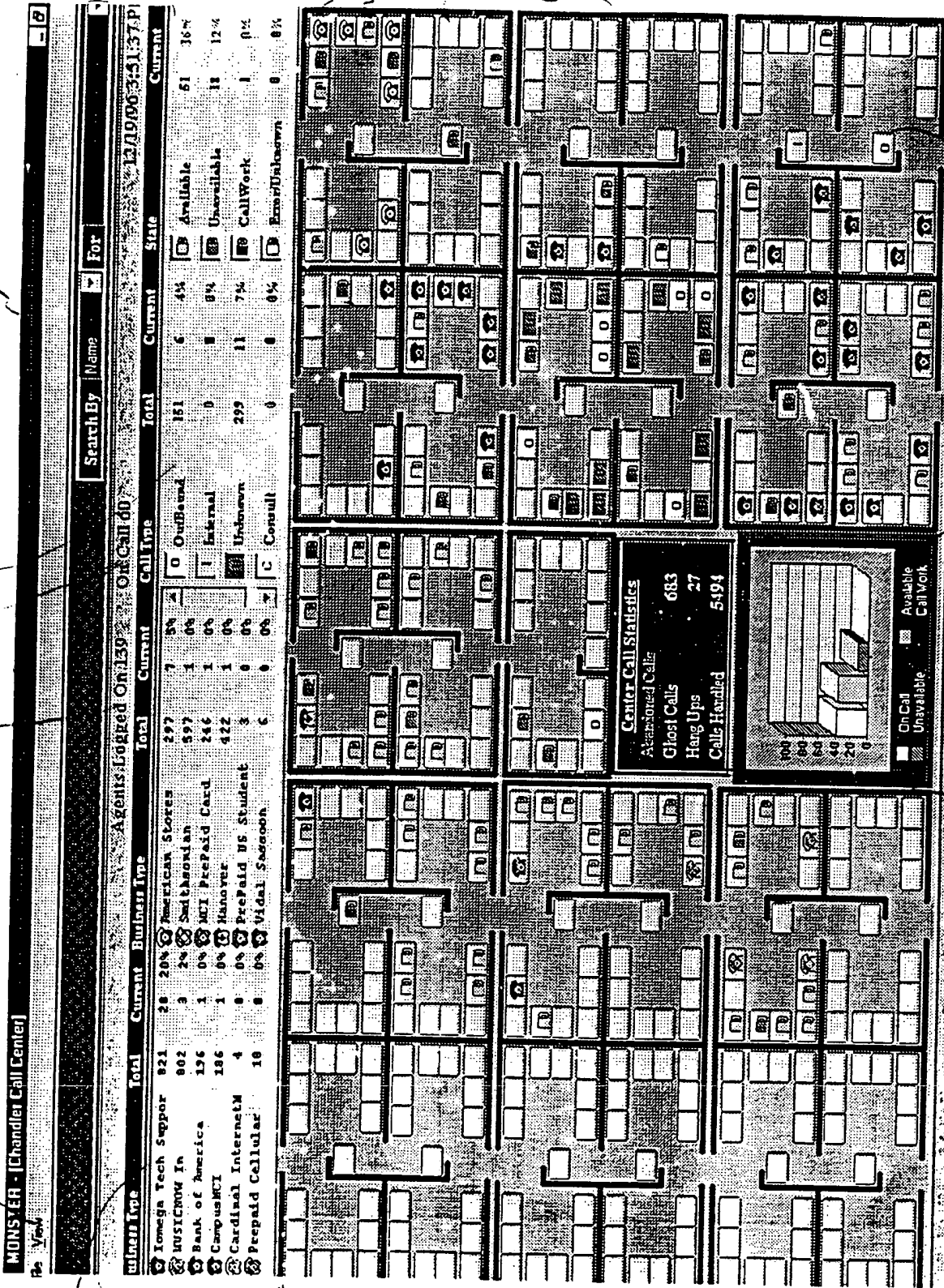


Figure 7

10030498.030101

Chadwicks of Bosto	
Agents On Call	22
Calls In Queue	0
Abandoned Calls	0
Ghost Calls	2
Hang Ups	2
Handled Calls	1136
Available Agents	0
Close	

126

Figure 8

TOTOBO" 8640200T

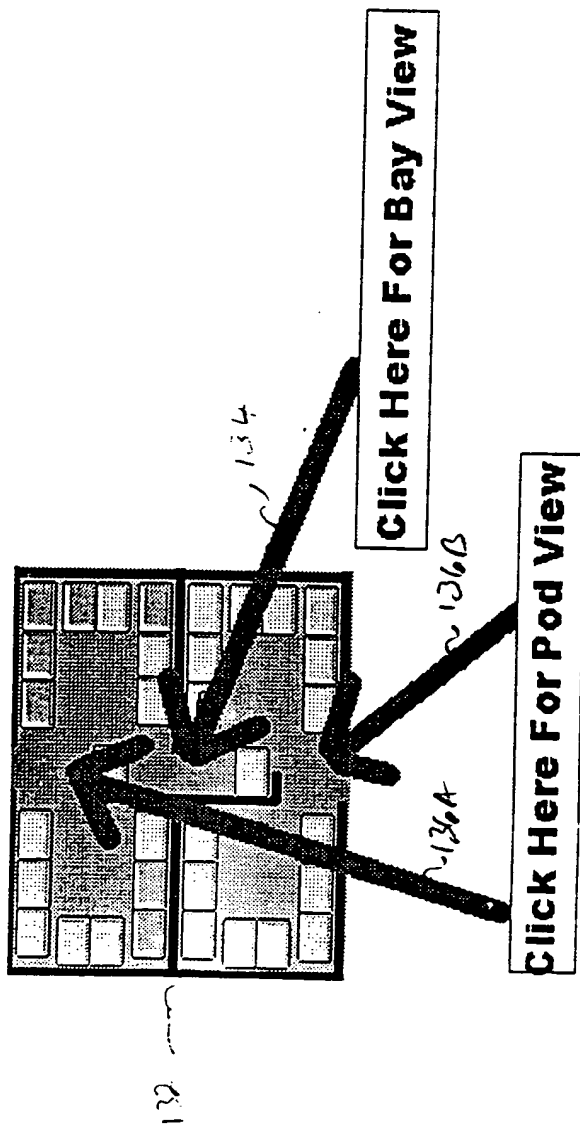


Figure 9

TTTTT "B64000T" 90

MONSTER- [Baj 6 Business]

de View

Call Stat

Agents Logged On 11/13/96 On Call 3 12/19/96 4:06:48 P

Business Type	Total	Current	Business Type	Total	Current	Call Type	Total	Current	State	Current
Southwestern	53	2	100% MISC/COMM In	91	1	0	Outbound	1	0%	54%
Omega Tech Support	0	0	0% Car Wash	0	0	0	Internal	0	0%	9%
Bank of America	0	0	0% Haver	0	0	0	Unknown	0	0%	0%
American Stores	0	0	0% MCI Prepaid Card	0	0	0	C Consult	0	0%	0%
Cardinal InternetM	0	0	0% Prepaid US Student	0	0	0				
Prepaid Cellular	0	0	0% Vidal Sashoon	0	0	0				

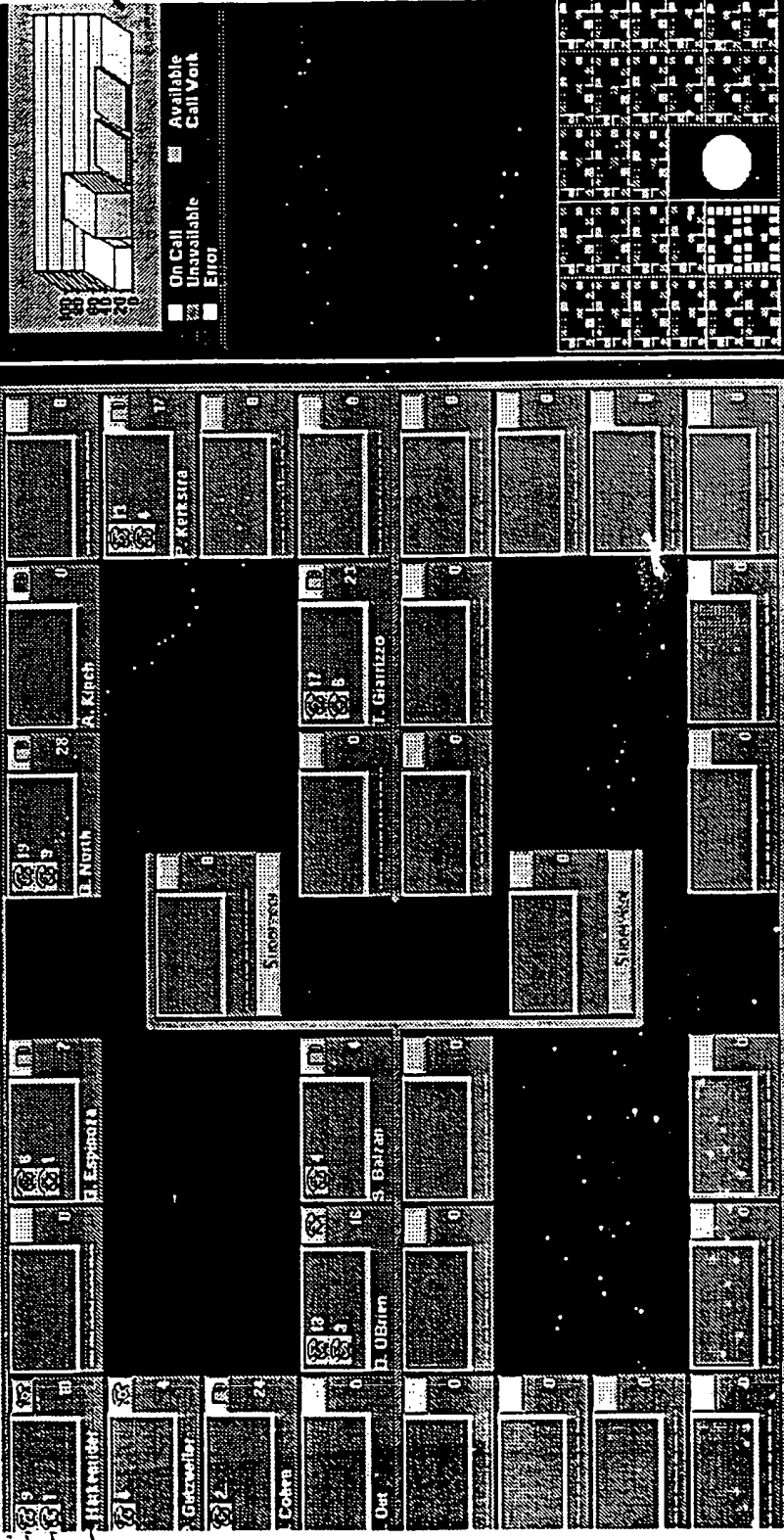


Figure 11

FOF080" 864080090

MONSTER - [Supervisor - Dan Myers]

to View

- 61

12/19/96 4:09:59 PM

Subtype	Total	Current	Business Type	Total	Current	Call Type	Total	Current	State	Current
Omega Tech Support	31	12	60% Bank of America	0	0	0	0	0	0%	4
MUSICNOW In	0	0	0% American Stores	0	0	0	0	0	0%	2%
Manover	0	0	0% Swthsonia	0	0	0	0	0	0%	0
CarpusMCI	0	0	0% MCI Prepaid Card	0	0	0	0	0	0%	1
Cardinal Interneth	0	0	0% Prepaid US Student	0	0	0	0	0	0%	0
Prepaid Cellular	0	0	0% Vidal Samson	0	0	0	0	0	0%	0
										0
										0

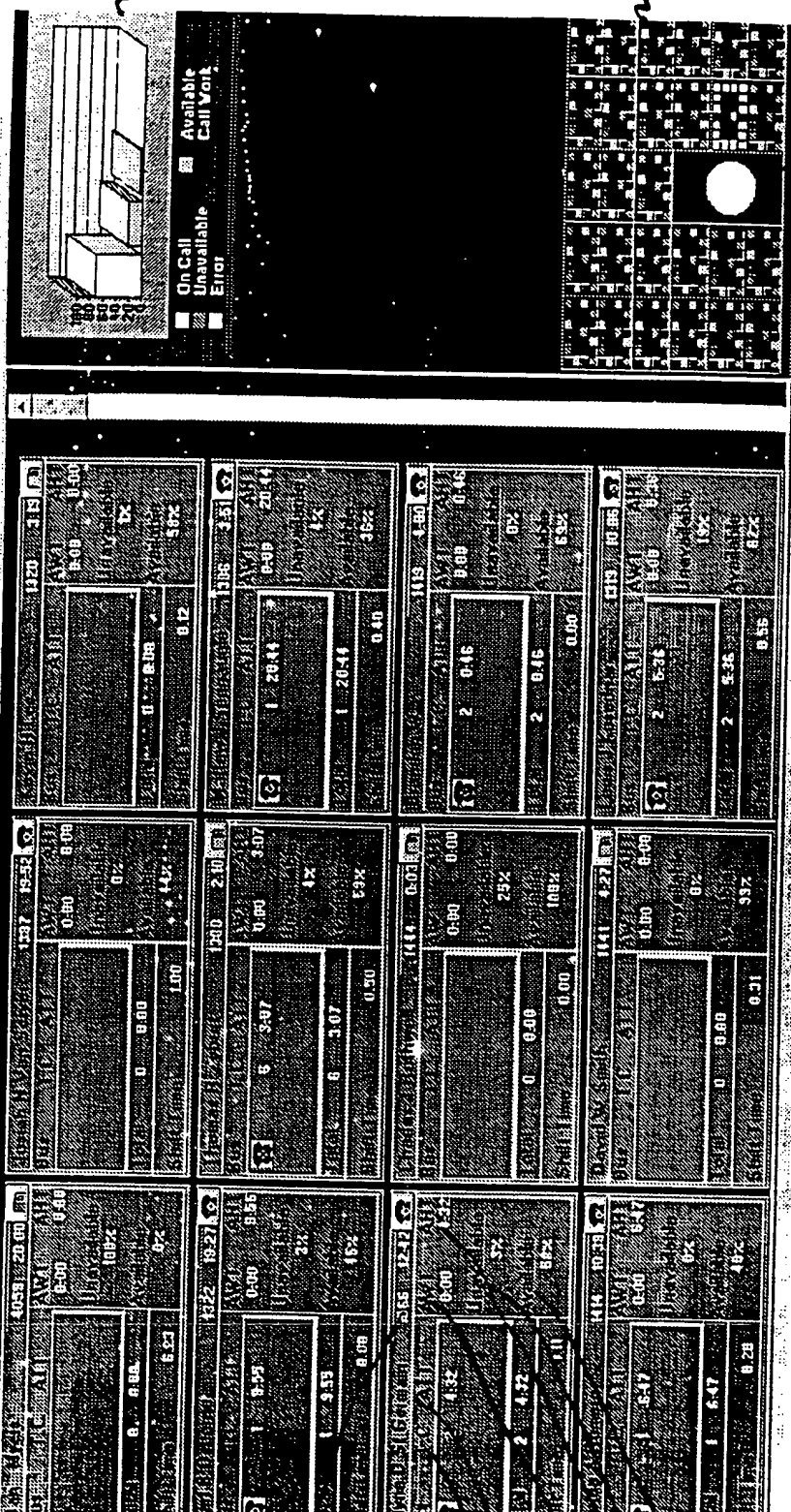


Figure 13

100348 00001

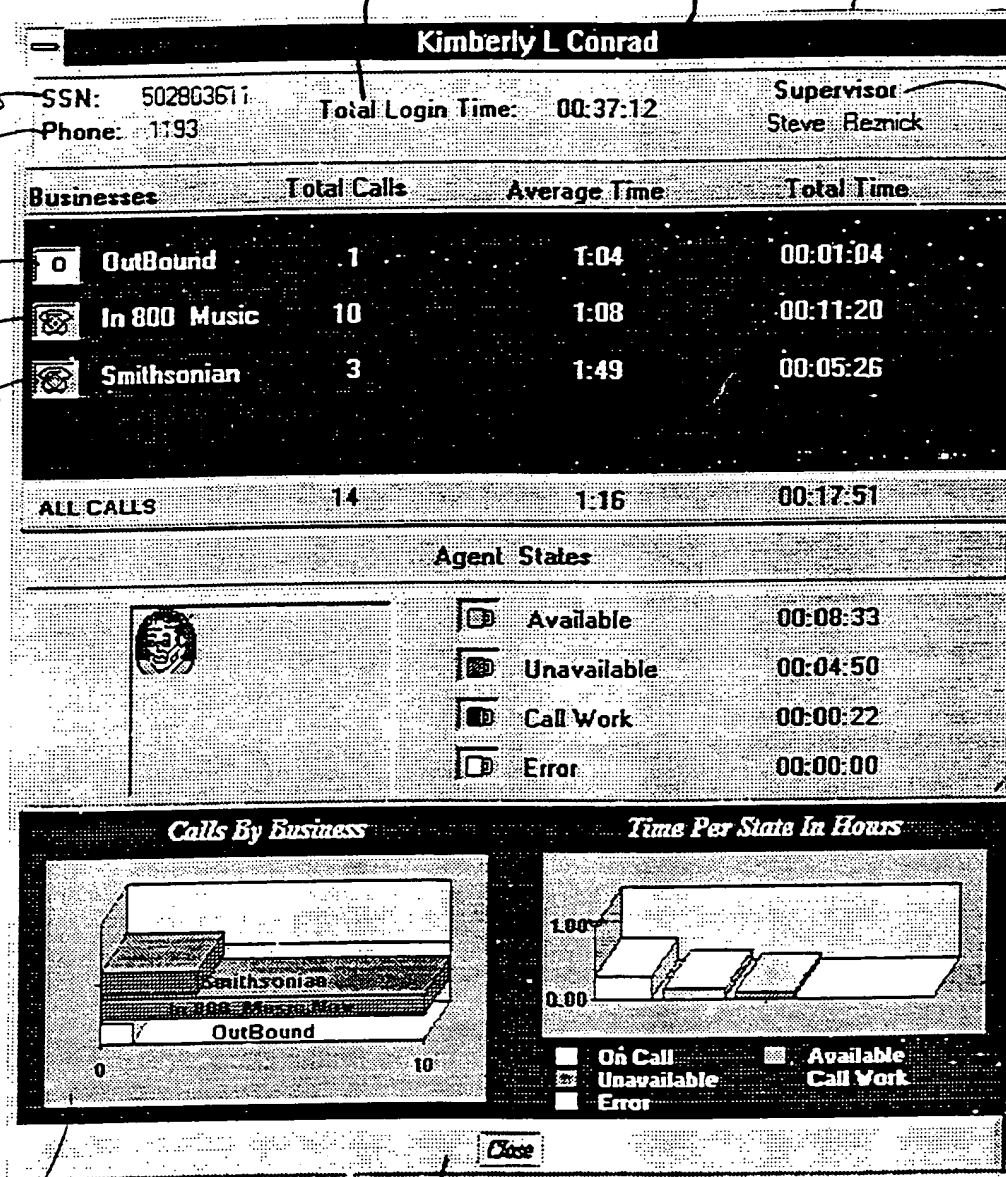


Figure 14

FIG. 15

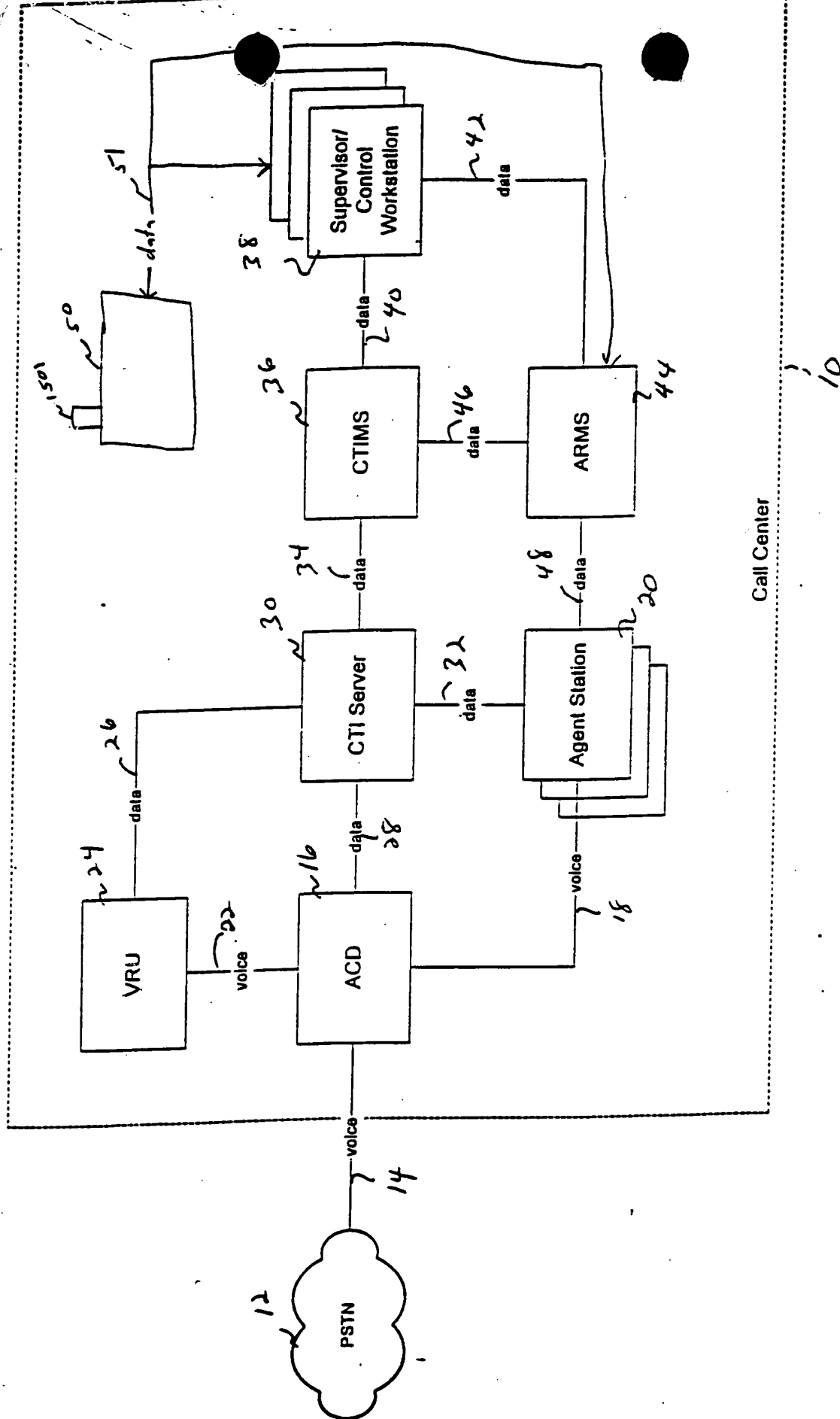


Figure 15